



Confidential & Strictly for intended recipient only.

To: Attention: Ref :
 Add: Mobile: Date :
 Email : Acc :
 Industry:

Courier Sales Proposal

1) Business Understanding

- 1.1) Validity: From date of proposal until terminated by either party. Periodic reviews will be carried out for updates.
- 1.2) Scope: Standard services for general cargo during office hours only. Please refer Section 3 for special handling.
- 1.3) Expected Business Volume: [Redacted]
- 1.4) Client's Responsibility and Undertaking:
 - i) Confirm that all goods being sent out are lawful and not prohibited.
 - ii) Ensure packages are well and adequately packed and good for travel and port handling.
 - iii) Indemnify M Xpress, its' agents or clients for any losses suffered arising from the goods sent out.
 - iv) To bear any other incidental charges incurred eg charges involving Airports and Customs.

2) Courier & Standard Charges

Destinations (main towns)		Documents (per CN)		Parcels (per CN)	
		1st 500gm	Add 500gm	1st 3kg	Add 1kg
2.1)	Within West Msia	[Redacted]	[Redacted]	[Redacted]	[Redacted]
2.2)	West Msia - East Msia	[Redacted]	[Redacted]	[Redacted]	[Redacted]
2.3)	Billing Weight	The higher of Actual or volumetric weight ie. (H x L x W) in cm./5,000			
2.4)	Standard Surcharges	Domestic Fuel & Handling:	35%	Int'l: Pls refer to our website	
2.5)	SST/ GST (M'sia & S'pore)	Msia: 6% for shipments ≤ 30kg.		Sg: 7% for shipments valued ≤ SGD400.00	
2.6)	Compensation	Lower of Actual Cost or RM 100.00 per CN . Please refer to section 5 for details.			
2.7)	Reverse Charge	1.5 times standard charges. Available in selected areas only with 2 - 5 days' leadtime.			
2.8)	Return DO/ POD	RM2.00 / DO for West Malaysia & RM4.00 / DO for East M'sia.		Leadtime: 3 - 14 days.	
2.9)	Return / Re-Route	Return or Re-Route shipments are treated as fresh shipments and charged accordingly.			
2.10)	Acc. Admin Fees	RM50.00 is charged on every account trading below RM500.00 for the month.			
2.11)	Insurance:	Premium: of 1.5% of insured value (minimum RM15.00 per policy), subject to acceptance by insurers. Annual Blanket insurance also available at competitive rates.			
2.12)	Proof of Delivery (POD):	Please visit our website for POD images. Hardcopy POD is chargeable (refer 2.8). Retrievals of PODs older than 6 months is chargeable at RM30.00/ POD. As this is a value-add feature, failure to provide PODs is strictly NOT a basis for non payments.			

3) Non-Standard Surcharges (charged on application only)

3.1)	Remote Area Surcharge	West Msia RM10.00 Langkawi, KLIA & East Msia: RM15.00 International: RM75.00
3.2)	Overtime (includ waiting time)	After 6.00pm (Workdays) and 1.00pm on Saturday - RM25.00 per man hour; Sun/ Public Holidays - RM50.00 per man hour, minimum 4 hours.
3.3)	Heavy Items Surcharge	RM2.00 per kg, minimum RM10.00 per CN.
3.4)	Sp Cargo Handling to EM	(i) Forklift: RM120.00 per use (ii) Pallet handling: RM50.00 per pallet (iii) K3 form: RM35.00 (iv) Special Shipments** - RM1.50 per kg, Min RM10.00 per CN. <i>** Items with batteries, liquid, odd-sized and items detected and re-classed to special handling by Airport.</i>
3.5)	Hardship & Other Surcharges	i) Additional surcharges (rates to be advised) for special handling and arrangements such as Extreme Remote areas/ difficult to deliver/ need special equipment/ Queue services, FTZ etc. ii) Special surcharges as charged by International Delivery partners. iii) If the client requests to return the shipment, a fresh delivery charge shall be applicable.
3.6)	Emergency Surcharges	Emergency surcharges may be applied as and when needed. eg. during Covid 19.

4) Deposit, Billing & Payment

4.1)	Refundable Deposit	RM. XXX to be paid before commencement of services.
4.2)	Billing	Invoices will be sent to you via e-mail by the 5th of the following month. If you do not receive this from us, please email to ' mx-billing@mxpress2u.com '.
4.3)	Payment Terms	i) Credit period: Strictly 30 days and payments must be made in full. ii) Late payment charge of 1.5% per month may be applied on overdue sums. iii) Disputes: Client may withhold charges for disputed item ONLY, and must settle the balance of the invoice. iv) Payment delays: We reserve all rights to withhold shipments, suspend services without notice and proceed with debt recovery actions such as listing on credit search boards eg. CTOS. All costs associated with this shall be charged back to the client, <i>min RM500.00.</i>)

5) Claims for Losses & Damages

5.1)	Compensation for lost/ damaged parcels is offered strictly on goodwill basis as a value-added benefit for our clients.
5.2)	Claims for lost/ damaged shipments must be supported by the proof of repair/ actual/ replacement costs.
5.3)	Compensation sum per CN is limited to the LOWER of repair/ actual/ replacement costs up to maximum of RM100.00
5.4)	Without proof of costs, M Xpress shall apply a discount of minimum 30% to the retail rates as compensation sum.
5.5)	Upon compensation, M Xpress has the full right to retain the damaged goods.
5.6)	We will not entertain any claims which is already supported by a signed Proof of Deliver (POD).
5.7)	Damaged items: Must report within 24 hours upon receipt and late reporting shall not be entertained. Decisions to compensate shall be the sole prerogative of the company after investigation, reviewing of the payment patterns and conclusive decision by the Claims committee.
5.8)	The following items are specifically excluded from any form of compensation and clients must procure own insurance:
i)	Acrylic and Glassware, including items which a big component is made of glass.
ii)	Liquid in bottles (wine, juice, health beverage, liquid medicine, chemical etc.)
iii)	Documents, Passports, precious art works, jewellery, cash and cash equivalent.
iv)	Items which are generally non-insurable by an insurance company.

5) Claims for Losses & Damages (cont'd)

5.9)	No compensation shall be accorded under the following circumstances:	
a)	Claims for consequential losses .	
b)	Claims for missing/ damaged contents when the outer packaging/ box is clearly not tampered.	
c)	Client has overdue payments beyond approved credit period.	
d)	Shipments damaged due to improper and/ or inadequate packaging . Shipper is wholly responsible for product packaging, and must ensure that package is safely packed to keep it from breaking or being damaged during transportation. eg, must be able to withstand a drop of 3 feet above ground with all sides protected. Fill up all space within the package/ box to minimise content movements.	
6) Operational Terms and Conditions		
6.1)	Terms of Carriage	Unless specified in this proposal, all terms of carriage (behind our consignment notes) is contractual and applicable.
6.2)	Shipments Inspection	We reserve all rights to open up your packages for inspection.
6.3)	Rights to Assign Delivery:	We reserve all rights to forward shipments for delivery through appointed agents and Pos Malaysia/ Laju, and subject to their lead time. No POD / Return DO services is accorded.
6.4.1)	Definition of Leadtime	Leadtime refers to 'first attempt made' and not 'successful deliveries.' Deliveries successes depend on various factors including availability of Consignee at designated addresses.
6.4.2)	Leadtime B-2-B	Zone 1 1 - 3 days Zone 2 2 - 5 days <i>Please refer to our latest zoning list.</i>
6.4.3)	Leadtime B-2-C E-Commerce/ Residential	Additional 1 - 3 days depending on availability of Consignee. A maximum of 2 attempts are made and further attempts are chargeable accordingly.
6.5)	Pending Shipments	Pending shipments will be kept only for a maximum of 14 days and thereafter, storage charges shall be applicable. If client request for return/ disposal, all associated costs shall borne by the Client. No residual value shall be paid to the client.
6.6)	Exclusion	Items prohibited by law (eg. Drugs, smuggled goods), Cash or Cash Equivalent, Vaccines, Livestocks, Precious work of art.
6.7)	Controlled Items	Passports/ Time-sensitive & perishable and high risks items. Please call us for arrangements.
6.8)	Courier Supplies	Courier supplies eg satchels are provided for use when sending your shipments through us. Additional quantities / other supplies are available at nominal charges.
6.9)	Personal Data Protection Act	In the event M Xpress or its' group of companies receive any personal data (as defined under the Personal Data Protection Act 2010) from the customer, M Xpress shall ensure that it fully complies with the provisions of the Act and will use the data insofar as to meet the obligations of services under this Agreement.
6.10)	Validity of Proposal & Revision	i) Valid for intended receipt only. Does not automatically apply to associated companies. ii) Periodic reviews are carried out for changes with 1 week's advance notice .

Moving **FAST FORWARD™**

Agreed and accepted by: (authorised signatory)

Name :

Position :

Date :

co stamp

Name
HP Contact

company stamp and initials: